

CITY OF ATLANTA, GEORGIA CLASSIFICATION SPECIFICATION

Job Title: Director - Bureau of Vehicles for Hire

Date: 1995

Purpose of Job

The purpose of this job is to perform higher level of management, supervisory and administrative duties within the Bureau of Vehicles For Hire overseeing the functions and operations in accordance with all statutes, laws, ordinances and regulations for which the assigned department is accountable. Duties include, but are not limited to: managing inspections, licensing, investigations and regulations of taxi cabs and vehicles for hire and the enforcement of provisions pertaining to such vehicles; supervising and directing subordinate personnel; providing management support in planning, developing, interpreting and implementing various division policies, goals and objectives of the department; and reviewing and preparing reports.

Essential Duties and Responsibilities

The following duties are normal for this job. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.

Work Delegation:

- Supervises, directs and evaluates assigned staff, handling employee concerns and problems, directing work, counseling, disciplining and completing employee performance appraisals.
- Directs, manages and administers, either personally or through subordinate supervisors, the day-to-day operations of the Vehicles for Hire regulatory and administrative functions.
- Assigns and transfers personnel; reviews and authorizes overtime and compensatory forms ensuring requirement not frivolous and was necessitated by emergency.
- Enforces all city and state codes, ordinances, laws and regulations, both traffic and criminal, in order to protect life and property and to prevent crime and promote security.

Planning and Organizing:

- Serves on department management team to set policy and priorities for the department; plans, develops and implements departmental policies, goals and objectives.

- Plans and schedules staff and management meetings, employee conferences, vendor meetings, etc.
- May prepare five year management plan and coordinate special programs and project development.

Communication:

- Meets with the Police Chief and other City directors and department heads regarding major policies affecting the administration of the department and/or with other city departments regarding major policies, services or business.
- Confers with vendors/sales representatives to receive product information and view demonstrations.
- Attends meetings to strategize on how to accomplish departmental goals; discusses operational and inter-divisional issues, problems and coordination with inter-agency managers and supervisors.
- Responds to questions, complaints and requests for information by telephone, in person and by mail from visitors, vehicle for hire operators, customers, companies, the general public, attorneys, outside agencies, employees, superiors, etc.
- Answers the telephone; provides information, advice and guidance; may direct calls to appropriate personnel; returns calls as necessary.

Employee Development:

- Directs the development of training and safety programs and approves curriculum; establishes testing procedures for the testing of applicants and for promotions within the department.
- Establishes goals for employees on a regular basis; instructs and directs subordinates on proper procedures and protocol of the department; inspects personnel for compliance to guidelines, uniform, etc.
- Assigns tasks and projects to subordinates and monitors performance; provides technical assistance as needed.
- Reviews documents processed by subordinates to ensure accuracy; discusses errors which may arise and recommends method for corrective action.

Administrative Duties:

- Reviews and/or approves various reports, forms and requests, files and records including citations, offense reports, complaint forms, training, off-day and vacation requests, payroll and personnel documents, etc.

- Maintains current field and code manuals, policy and procedures, employee handbooks, various maps, etc., for reference and/or review.
- Substitutes for other supervisors and/or co-workers in temporary absence of same; performs flexible unit assignments as needed in emergency response; performs other administrative tasks as assigned.
- Reads literature to stay abreast of activities and projects of external agencies; reviews various trade and professional journals and publications.
- Attends meetings, seminars and training sessions as required to remain knowledgeable of departmental and city operations, to promote improved job performance and to stay current with changing state/municipal policies, procedures, codes and criminal/civil case law.

Fiscal Responsibilities:

- Prepares and presents the annual operating and capital budget requests to appropriate city officials; administers and monitors expenditures to ensure compliance with approved budget; participates in budget review meetings.
- Reviews/approves divisional budget; sets priorities and makes cuts and revisions where necessary.
- Requisitions recommended equipment, materials and supplies based on budget monies available and control guidelines; reviews, signs and/or approves invoice payments.

Productivity and Accountability:

- Provides administrative support to the Vehicle for Hire Administrative hearing panel.
- Oversees the Certification of Public Necessity and Convenience (CPNCS), licensing and operational procedure for companies and drivers.
- Recommends, initiates rules, regulations and fares which govern the Vehicles for Hire industry.
- Attends official functions, council and community meetings; makes presentations and public speeches.
- Determines the manpower needs of the division and ensures that such needs are consistently met.
- Investigates discipline complaints against department personnel; makes disciplinary action decisions.
- Remains on-call 24-hours/7-days to handle emergencies.

Equipment Use and Maintenance:

- Operates a computer, printer, etc., to enter, store and retrieve data, to prepare and produce reports, compose routine correspondence and to disseminate information to others on the system using knowledge of various software programs in an effective and efficient manner.
- Operates a photocopy machine to copy and a facsimile machine to transmit and receive correspondence, documents and reports; uses a typewriter to complete forms and documents; uses a calculator to compile and compute numbers for reports and statistics.
- Operates a vehicle to mobilize to an incident, meeting, event, etc. which requires employee's presence outside employee's office building; inspects maintenance of vehicle prior to using and requests service and/or repairs as needed; operates and utilizes various radio devices for communications.

Record Keeping and Documentation:

- Prepares, maintains, and/or oversees the preparation of records, forms and monthly, quarterly and annual reports including budget, management plans, technical studies, training lesson plans, statistical analyses, personnel orders, etc.
- Prepares detailed technical specifications for contracts and requisitions; writes and revises standard operating procedures and directives.
- Maintains chain of command flow charts.
- Composes and prepares correspondence, letters, memoranda and other documents associated with daily routine and Director duties; completes training requests.

Interpersonal Relations:

- Networks and interacts with personnel from other agencies and public officials from other cities in an effort to exchange ideas in areas of mutual interest and to discuss emerging trends in vehicles for hire industry and city government.
- Serves on various boards of directors and as chairperson of various committees.
- Cooperates with federal, state, and local law enforcement agencies and its officers or representatives when their activities or investigations are related to on-going investigations being conducted by the Atlanta Police Department; works to achieve the highest level of cooperation and efficiency possible.

Marginal Job Functions

- Performs other related duties as required.

Knowledge of Job

Has extensive knowledge of the principles, practices and procedures of the City, the assigned department and the various department operations and functions. Has extensive knowledge of vehicles for hire inspection/investigation criteria, human relations/personnel management, financial, local ordinances and law enforcement practices, policies and procedures as necessary in the completion of daily responsibilities. Is able to develop and administer policies, procedures, plans and activities and to monitor performance of subordinates against measured established goals. Knows how to develop and administer operations and staff plans and objectives for the expedience and effectiveness of specific duties of the City. Is able to develop and implement long-term goals for the department in order to promote effectiveness and efficiency. Has extensive knowledge of all applicable laws, ordinances, policies, standards and regulations pertaining to the specific duties and responsibilities of the job. Knows how to keep abreast of any changes in policy, methods, operations, budgetary and equipment needs, etc. as they pertain to departmental and corrections/detention operations and activities. Is able to effectively communicate and interact with subordinates, elected officials, management, employees, members of the general public and all other groups involved in the activities of the City as they relate to the department. Is able to assemble information and make written reports and documents in a concise, clear and effective manner. Has good organizational, management, human relations, and technical skills. Is able to use independent judgement and discretion in managing subordinates including the handling of emergency situations, determining and deciding upon procedures to be implemented, setting priorities, maintaining standards, and resolving problems. Has the ability to comprehend, interpret, and apply regulations, procedures, and related information. Has the mathematical ability to handle required calculations using statistical calculations. Is knowledgeable and proficient with computers. Is able to read, understand and interpret financial and management reports and related materials.

Minimum Training and Experience Required to Perform Essential Job Functions

Bachelor's degree in Social Science, Business/Public Administration or related field required, Master's preferred; three years of progressively responsible experience managing and administrating Vehicles for Hire industry regulations, ordinances, and investigations, etc.; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job. Supervisory experience required. Must possess a valid Georgia driver's license.

(ADA) MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED TO PERFORM ESSENTIAL JOB FUNCTIONS

PHYSICAL REQUIREMENTS: Must be physically able to operate a variety of job related machines and/or office equipment. Must be able to move or carry job related objects or materials. Physical demand requirements are at levels of those for sedentary or office environment work.

DATA CONCEPTION: Requires the ability to compare and/or judge the readily observable functional, technical, structural, compositional or identifiable characteristics (whether similar to or divergent from obvious standards) of data, people, or things.

INTERPERSONAL COMMUNICATION: Requires the ability to communicate with people to convey or exchange professional information.

LANGUAGE ABILITY: Requires the ability to read a variety of professional, technical and administrative documentation, directions, instructions, methods and procedures. May require the ability to produce reports with proper format, punctuation, spelling and grammar, using all parts of speech. Requires the ability to communicate with and before others using correct English.

INTELLIGENCE: Requires the ability to learn and understand subject matter principles and techniques; to make independent judgments in absence of supervision within the scope of respective job duties and tasks; to acquire and be able to expound on knowledge of topics related to primary occupation.

NUMERICAL APTITUDE: May require the ability to utilize mathematical formulas; add and subtract; multiply and divide totals; determine percentages; determine time and weight; and interpret same as may be appropriate.

FORM/SPATIAL APTITUDE: Requires the ability to inspect items for proper length, width, and shape.

MOTOR COORDINATION: Requires the ability to utilize job related equipment in the course of accomplishing job duties and tasks associated with respective primary duties.

COLOR DISCRIMINATION: May require the ability to differentiate colors and shades of color.

INTERPERSONAL TEMPERAMENT: Requires the ability to interact with people (i.e. staff, supervisors, general public and elected officials) beyond giving the receiving instructions. Must be adaptable to performing under minimal stress when confronted with an emergency.